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Course Name

AI Agents for Business Workflows

Sector Name

Artificial Intelligence (AI)

Document Type

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AI Agents for Business Workflows

Course Introduction

Generative AI is evolving from tools that respond to individual requests into agents capable of working toward goals, completing multiple steps, using information and tools, and coordinating activities within defined boundaries. This creates opportunities to redesign recurring workflows, but not every task requires an agent, and greater autonomy also introduces new questions about instructions, decision authority, human intervention, exception handling, and performance.

Boost Consulting & Training offers this course to develop practical capability in identifying and designing business workflows suitable for AI agents. Participants learn how agents differ from assistants and conventional automation, how to define goals and operating boundaries, structure multi-step workflows, connect agents with knowledge and tools, establish human checkpoints, manage exceptions, test agent behavior, and evaluate operational performance. The program focuses on business workflow design rather than programming or platform-specific agent development.

The main concept of this course is to design AI agents that can execute defined business workflows with appropriate autonomy while keeping critical decisions, exceptions, and accountability under effective human oversight.

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Target Audience

- ✓ Business process and operations professionals
- ✓ Digital transformation and automation specialists
- ✓ Managers exploring AI-enabled ways of working
- ✓ Business analysts and professionals involved in workflow improvement

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Learning Objectives

- ✓ Explain how AI agents differ from AI assistants and conventional workflow automation.
- ✓ Identify business workflows that are suitable for agent-based execution.
- ✓ Define clear goals, instructions, boundaries, and completion criteria for AI agents.
- ✓ Structure business work into actions, decisions, information needs, and tool interactions.
- ✓ Design appropriate human checkpoints and escalation points within agent workflows.
- ✓ Anticipate and manage exceptions, failures, and unexpected agent behavior.
- ✓ Test AI agent workflows before wider operational use.
- ✓ Evaluate and improve agent performance using practical business measures.

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AI Agents for Business Workflows

Course Outline

✓ DAY 01

Understanding Where AI Agents Fit

From AI Assistance to Agentic Work

- ✓ Distinguish AI assistants, traditional automation, AI workflows, and AI agents.
- ✓ Understand how agents pursue goals, perform actions, use information, and interact with tools.
- ✓ Recognize different levels of autonomy within business workflows.

Selecting the Right Agent Opportunities

- ✓ Identify repetitive and multi-step workflows that may benefit from agent-based execution.
- ✓ Evaluate workflow suitability using complexity, variability, information needs, risk, and human judgement.
- ✓ Complete an Agent Opportunity Assessment across different business scenarios.

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Course Outline

✓ DAY 02

Designing the Agent Workflow

Defining Goals and Operating Boundaries

- ✓ Translate business outcomes into clear agent goals and completion criteria.
- ✓ Define what the agent may decide, execute, recommend, or escalate.
- ✓ Establish constraints that prevent the agent from operating outside its intended purpose.

Mapping Actions and Decision Points

- ✓ Break workflows into inputs, actions, decisions, dependencies, and outputs.
- ✓ Identify where the agent needs information, rules, tools, or additional instructions.
- ✓ Build an AI Agent Workflow Map for a recurring business activity.

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Course Outline

✓ DAY 03

Connecting Agents with Knowledge, Tools and People

Designing Knowledge and Tool Access

- ✓ Determine what organizational information an agent needs to perform its work.
- ✓ Identify appropriate tools, systems, and data interactions required by the workflow.
- ✓ Limit access according to task requirements and operational boundaries.

Designing Human-Agent Collaboration

- ✓ Identify decisions requiring human approval, review, or professional judgement.
- ✓ Establish checkpoints according to risk, uncertainty, and potential business impact.
- ✓ Complete a Human-in-the-Loop Design Exercise for an agent handling variable business requests.

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Course Outline

✓ DAY 04

Managing Exceptions and Agent Failures

Designing for What Does Not Go as Planned

- ✓ Anticipate missing information, conflicting instructions, unavailable tools, and unexpected conditions.
- ✓ Define fallback actions, stop conditions, retries, and escalation routes.
- ✓ Prevent agents from continuing execution when confidence or authority is insufficient.

Testing Agent Behavior

- ✓ Develop realistic scenarios for normal, unusual, and high-risk workflow conditions.
- ✓ Test whether the agent follows boundaries and handles exceptions appropriately.
- ✓ Complete an Agent Stress-Test Simulation involving changing information and workflow failures.

AI Agents for Business Workflows

Course Outline

✓ DAY 05

Moving from Agent Design to Operational Value

Measuring Agent Performance

- ✓ Evaluate completion quality, turnaround time, intervention rates, exceptions, and operational reliability.
- ✓ Identify whether agent deployment genuinely improves the workflow or simply adds complexity.
- ✓ Use performance evidence to adjust autonomy, instructions, checkpoints, and workflow design.

Building an Operational Agent Blueprint

- ✓ Connect goals, inputs, knowledge, tools, actions, decisions, human checkpoints, and performance measures.
- ✓ Define practical requirements for piloting and improving an agent before broader adoption.
- ✓ Complete an AI Agent Workflow Blueprint Lab that takes a business workflow from opportunity assessment through design, testing, exception handling, and performance evaluation.



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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 2, 2026	Nov. 6, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Jan. 4, 2027	Jan. 8, 2027	5 days	4950.00 \$	Singapore , Kent Ridge
May 2, 2027	May 6, 2027	5 days	4250.00 \$	KSA , Riyadh
Sept. 13, 2027	Sept. 17, 2027	5 days	4250.00 \$	UAE , Dubai

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